Example of Customer Letter

September 2007

Safety Recall: Brake Lights May Not Work

Dear Civic Sedan or Civic Hybrid Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd. has decided that a defect related to motor vehicle safety exists in certain 2006 model year Civics. During vehicle assembly, the telescopic steering column mechanism may have been over-lubricated with silicone grease. Over time, some of this extra grease may drip on the brake light switch and the brake light switch may fail. Failure may result in a loss of brake lights and an increased risk that your vehicle could be struck from the rear. In addition, a failed brake light switch could prevent shifting the transmission from the park position (applies to vehicles with an automatic transmission).

What should you do?

Call any authorized Honda dealer and make an appointment to have your vehicle repaired. The dealer will replace the brake light switch and install a protective cover over the switch. This work will be done *free of charge*. Please plan to leave your vehicle at the dealer for half a day to give the dealer some flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc. Honda Automobile Customer Service Mail Stop 500-2N-7A 1919 Torrance Blvd. Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator National Highway Traffic Safety Administration 1200 New Jersey Avenue, S.E. Washington, DC 20590

You can also call the toll-free Safety Hotline at (888) 327-4236 [TTY (800) 424-9153], or go to *www.safercar.gov*.

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2006 Civic or Civic Hybrid involved in this campaign. If this is not the case, or if the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

Lessor Information

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at (800) 999-1009.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc. Honda Automobile Division